

GRAVITY

EXECUTIVE BRIEFING



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Company Profile



Company Profile, Experience and Qualifications

IGM Technology was established in 2013 by a group of financial accounting software veterans that had the vision of creating a user-friendly and affordable financial reporting system. Since 2013, IGM has successfully implemented budget planning, financial reporting, and lease accounting software for numerous government organizations across North America. IGM's leadership team members have more than 25 years of experience in developing and implementing accounting, budgeting and financial reporting software.

IGM's philosophy is to focus on satisfying its customers' needs with intuitive, high-performing, and dependable software solutions.

IGM Technology has extensive experience in deploying financial close management solutions to cities, states, agencies, school boards and other governmental organizations. IGM helps its customers improve the efficiency, controls, quality and accuracy for budgeting and financial reporting all while creating repeatable and automated processes to drive value across the organization.

IGM Technology's flagship application is called Gravity. Gravity is a one-stop-solution for the office of finance with our following core modules.

- ACFR Automation
- Budget Development
- Budget Book Automation
- Lease Management
- Debt Management
- Open Data Transparency
- Data Analytics

Our clients choose IGM because of the following unique features of Gravity:

- **High-quality reports** — Gravity is the only reporting solution to produce desktop publishing quality output; the highest level of formatting available today. With Gravity, report formatting is fast, easy, and can be applied automatically. Reports can be published as print-ready output, PDF output for electronic distribution, and eBooks for website publishing.
- **Tight security** — Gravity's security model ensures only authorized users can view and/or edit the appropriate data. Gravity provides a three-tiered security model, including application-level security, report-level security, and data-level security. Security settings can be applied by user and/or by role. Gravity provides the highest level of security to ensure that your data and reports are fully protected.
- **Real-time collaboration** — Gravity provides true, real-time collaboration, where any number of users can edit the same section of the same report at the same time. Our cloud-based solution allows multiple users to collaborate between home, the office, or wherever the users are located, and changes are seen by all authorized users in real-time. This user-friendly interface allows clients to maximize their use of Gravity with their own formulas and analyses.

- **Data automation** — With Gravity, it's easy to load data from your ERP, G/L Budgeting System, or any other source into the Gravity data model. Gravity will automatically validate the data files to ensure data integrity. Data files can be loaded as frequently as you like, and each time the data is loaded the entire report is automatically updated. With Gravity's automation capabilities, our clients see a time savings of 60% to 70% compared to their previously manual processes.
- **GFOA Standards** — Gravity helps our clients achieve the GFOA reporting excellence awards with GFOA checklists and GFOA experts to help get you there. Dozens of Gravity users achieved their first GFOA award using Gravity's reporting module.
- **ADA Compliance** — Gravity helps to produce ADA-compliant reports meeting the standards for the American Disability Act for the PDF output and digital reports.
- **XBRL Ready** — Gravity supports XBRL, the new business reporting standard that makes financial reporting more accurate and efficient. Public sector agencies are increasingly obliged to report in XBRL, and IGM can help our customers achieve this reporting standard.

IGM Technology provides its customers with a comprehensive solution including state-of-the-art software, hands-on training, comprehensive implementation services, maintenance and on-going support.

Over the last few years, our client base has grown by over 50% each year and we continue to experience extremely high demand for our products and services. Furthermore, the annual renewal rate of our clients is extremely high, with over 98% of our clients selecting to renew their subscription of the Gravity platform each year. This renewal rate is well above industry standards and reflects the high quality of our software and services and how well our solutions address the needs of our clients.

IGM believes that customers come first. We strive to develop long-lasting, mutually rewarding relationships with our customers, and identify their needs to provide solutions that support their success.

SOLUTION OFFERINGS

Financial Disclosure Reporting



ACFR



PAFR



Budget & CIP
Books



Specialty Financial
Reports



Quarterly/
Monthly

Lease/Debt & Accounting



Lease Management
GASB 87



SBITA Management
GASB 96



Debt Management
GASB 88

Budgeting & Planning



Budget
Reporting



Operational
Budgeting



Personnel
Planning



Capital Improvement
Planning



Transparency/
Digital Book

Reporting Automation



Reporting Automation

Gravity's dynamic and flexible reporting engine is capable of producing a variety of reports, that include the ACFR, PAFR, Budget Book, financial statements, monthly reports, single audit and other.

Gravity provides a full-featured, industry leading reporting platform to produce the Budget Book and ACFR- which is fully integrated with the entire budgeting process. Gravity's Budget Book and ACFR modules automatically update tables, graphs and narratives. This is custom designed to suit the client's layout, format and media specifications.

Gravity provides the best quality report output on the market by utilizing our leading edge embedded desktop publishing tool. Gravity is the only reporting solution to produce desktop publishing quality output; the highest level of formatting available today. With Gravity, report formatting is fast, easy, and can be applied automatically. Reports can be published as print-ready output, PDF output for electronic distribution, and eBooks for website publishing.

The reporting features of Gravity include a highly designed report output that includes several features that make the reporting easier process:

1. Automatic pages styling
2. Pages numbering
3. Table of contents is linked and designed
4. Advanced automatic rounding

Gravity provides many advanced formatting features within the application. Some of the advanced formatting features available within the application include the following:

- The ability to dynamically flip between portrait and landscape within the same report
- Odd/even page numbering (where the page number alternates between bottom left and bottom right of the pages)
- Dot leaders (commonly used in table of contents to visually link the section description to the page number)
- Side-by-side presentation of pages (for very wide tables)
- Automatic index at the end of the report
- Advanced charting objects
- Ability to merge existing PDF documents into the final report,
- Highly formatted title pages, headers, footers, section breaks

Gravity's advanced report publishing engine makes it easy to produce highly formatted report output. Users are able to work with spreadsheets and text editors as their primary interface into the application. This familiar interface makes it easy for users to configure reports and apply styles. Gravity's report publishing engine then takes the content and the style definitions and produces extremely high-quality report output using our embedded desktop publishing engine.

Gravity helps to produce ADA-compliant reports meeting the standards for the American Disability Act for the PDF output and digital reports.

With Gravity, report formatting is fast, easy, and can be applied automatically. Reports can be published as print-ready output, PDF output for electronic distribution, and eBooks for website publishing.

Open Data Transparency

Gravity's Open Data platform provides an intuitive interface for stakeholders to interrogate your organizations data – to provide full transparency to your constituents. Users of the Open Data platform can simply double click on a chart to drill-in to get more information. Our team can easily tailor the Open Data platform to incorporate the appropriate data sets and the ideal user interface – to satisfy each organization's specific requirements. Gravity's Open Data platform provides an easy-to-use, cloud-based interface for your constituents – delivering complete visibility and transparency.

Gravity's data visualization software helps build transparency and trust by communicating data in an easy to understand, visual format and is fully integrated within the Gravity platform. The software presents data via descriptive text, informational popups, charts, and graphs. The built-in searching, filtering, and sorting features make it easy to quickly find the information that you are looking for. IGM Open Data's comprehensive solution helps agencies of all sizes drive accountability, make data more useful, engage the public, and promote strategic objectives. Users can drill down to the line items details, on demand.

IGM's Open Data solution is completely customizable to allow for the City's branding, logo's and color schemes. Please see an example of an Open Data website that Gravity has created:

Boynton Beach, FL - <https://boyntonbeach.opendata.report/>

Budget Book and Ad-Hoc Reporting

Budget Book Automation: Gravity is the ideal platform to automate the production of the Budget Book. Load your budget data into Gravity and let Gravity automatically update all of the statements, charts, graphs and commentary. Gravity can connect with any of the leading budgeting systems on the market today. Or, use Gravity's native Budgeting capabilities to create the budget in our cloud-based platform and automatically flow the data into the Budget Book. In all scenarios, Gravity improves the efficiency and enhances the controls around the creation of the Budget Book.

Ad-Hoc Report Automation - With Gravity there are no limits to the amount of report that can be automated with Gravity. Each report that could benefit from automated reporting & publishing can be quoted for the one-time implementation fee associated with the IGM Technology services team mapping the reporting structure. Please find the following examples of reports that can be automated with Gravity.

- Budget in Brief
- Monthly Reports
- Investor Reports
- Presentations

IGM encourages our clients to grow within the Gravity platform and offers competitive pricing as additional modules are added.

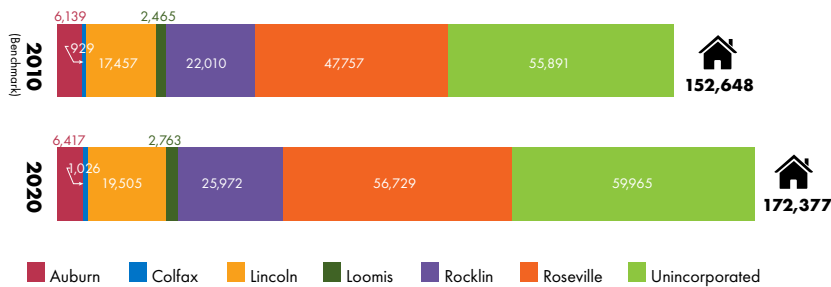
Please see the following examples of Budget Books produced using Gravity.



PLACER COUNTY POPULATION ³

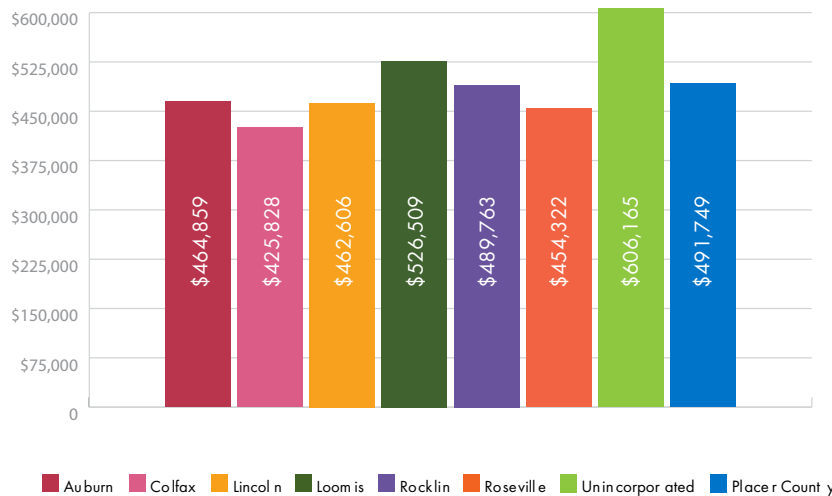
Placer County is considered a rural/suburban county with the state's 22nd highest population among California's 58 counties. ⁴

NUMBER OF HOUSING UNITS

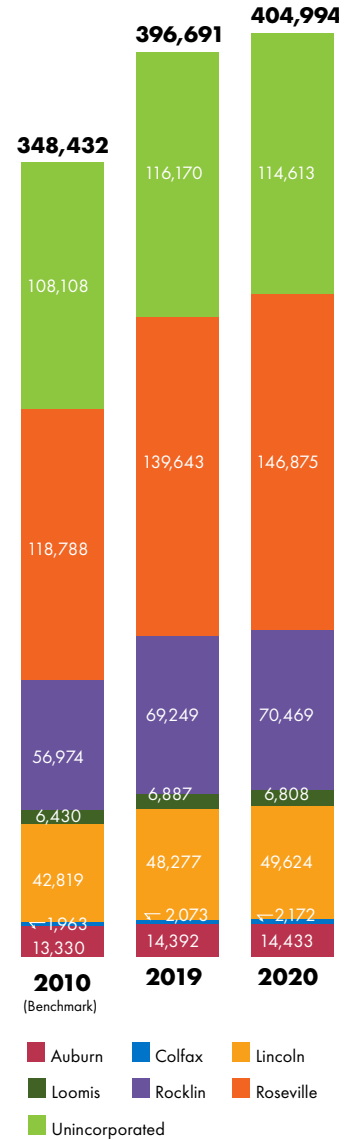


2020 Number of Housing Units; Source: Esri Community Profile via Placer County Economic Development

MEDIAN HOME VALUE



2020 Median Home Value; Source: Esri Community Profile via Placer County Economic Development



3. Data Source: As of January 1, 2021
<http://www.dof.ca.gov/Forecasting/Demographics/Estimates/E-1/>

Note: All figures based on January of the corresponding year. DOF Disclaimer: "Parts may not add due to independent rounding."

4. Data Source: California Department of Finance, E-5 Estimates.



Project Description:

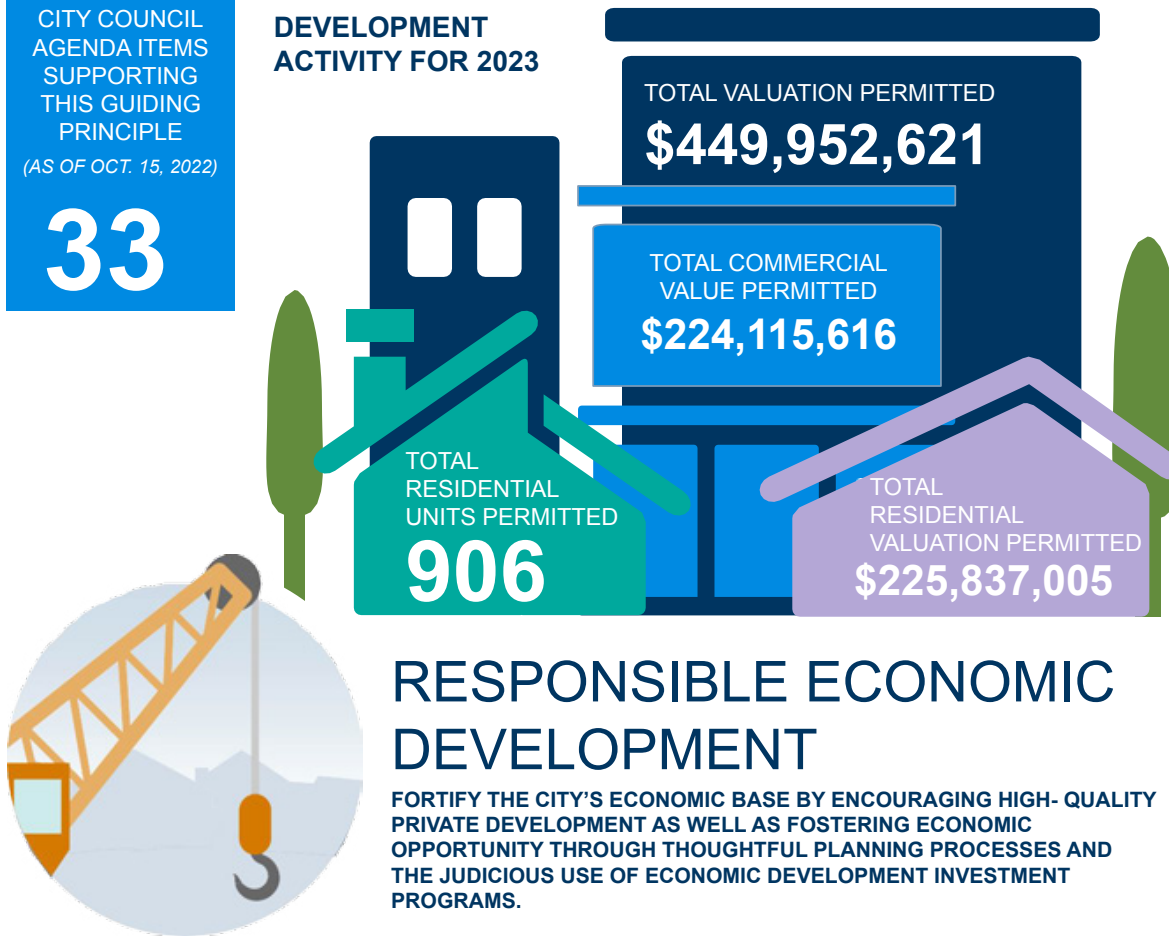
Prior Approved Budget:	\$	845,965
Budget Appropriation Increase/(Decrease):	\$	-
FY22-23 Budget:	\$	845,965

[illegible]

CITY COUNCIL
AGENDA ITEMS
SUPPORTING
THIS GUIDING
PRINCIPLE
(AS OF OCT. 15, 2022)

33

DEVELOPMENT ACTIVITY FOR 2023



RESPONSIBLE ECONOMIC DEVELOPMENT

FORTIFY THE CITY'S ECONOMIC BASE BY ENCOURAGING HIGH- QUALITY PRIVATE DEVELOPMENT AS WELL AS FOSTERING ECONOMIC OPPORTUNITY THROUGH THOUGHTFUL PLANNING PROCESSES AND THE JUDICIOUS USE OF ECONOMIC DEVELOPMENT INVESTMENT PROGRAMS.

THE LEGAL DEPARTMENT DRAFTED ECONOMIC DEVELOPMENT AGREEMENTS TO CONSTRUCT MORE THAN **2,161,000** SQUARE FEET OF NEW DEVELOPMENT IN 2023.



GENERAL FUND

POLICE

GENERAL FUND

EXPENDITURE DETAIL - CONTINUED

	2020-2021	2021-2022	2021-2022	2022-2023	% CHANGE vs. FY22
	ACTUAL	BUDGET	AMENDED	BUDGET	AMENDED
<u>SUPPLIES</u>					
IT-Small Equipment	96,521	29,020	17,770	21,070	19%
General Supplies	80,000	83,000	83,000	87,500	5%
Small Tools & Minor Equipment	259,224	284,290	284,290	271,650	-4%
Ammunition Supplies	29,009	57,500	94,300	132,500	41%
SWAT Expenses	20,106	8,500	8,500	20,000	135%
Abandoned Property Expenses	-	-	10,000	-	-100%
SUBTOTAL	\$ 484,860	\$ 462,310	\$ 497,860	\$ 532,720	7%
<u>MAINTENANCE</u>					
Facility Maintenance	49,230	8,500	8,500	18,833	122%
Vehicle Maintenance	289,759	251,474	251,474	259,474	3%
Equipment Maintenance	4,756	39,020	39,020	39,020	0%
SUBTOTAL	\$ 343,745	\$ 298,994	\$ 298,994	\$ 317,327	6%
<u>PROFESSIONAL SERVICES</u>					
Contractual Services	102,535	95,000	95,000	105,000	11%
Lease Agreements	2,513	3,300	3,300	109,436	3216%
Professional Services	179,620	148,608	158,728	149,558	-6%
Donation Expenses	4,660	10,000	10,000	10,000	0%
SUBTOTAL	\$ 289,328	\$ 256,908	\$ 267,028	\$ 373,994	40%
<u>CAPITAL</u>					
Machinery & Equipment	40,281	11,075	22,325	50,000	124%
Vehicles	100,674	-	-	147,000	
SUBTOTAL	\$ 140,955	\$ 11,075	\$ 22,325	\$ 197,000	782%
DEPARTMENT TOTALS	\$ 29,531,380	\$ 29,681,101	\$ 30,627,842	\$ 32,985,809	8%

CAPITAL EXPENDITURE LIST*

	2020-2021	2021-2022	2021-2022	2022-2023	% CHANGE vs. FY22
	ACTUAL	BUDGET	AMENDED	BUDGET	AMENDED
<u>MACHINERY & EQUIPMENT</u>					
Wells Cargo Trailer	20,132	-	-	-	
Forensic Work Station	20,149	-	-	-	
Motorola Solutions	-	-	11,250	-	
Speed Trailer	-	11,075	11,075	-	
Scales & Equipment	-	-	-	50,000	
SUBTOTAL	\$ 40,281	\$ 11,075	\$ 22,325	\$ 50,000	124%
<u>VEHICLES</u>					
Harley-Davidson PD3	100,674	-	-	-	
CMV Enforcement First Responder Truck	-	-	-	60,500	
F-250	-	-	-	60,500	
Ford Escape	-	-	-	26,000	
SUBTOTAL	\$ 100,674	\$ -	\$ -	\$ 147,000	

*The items listed are non-recurring capital expenses based on increased service to the community.

ACFR and PAFR Automation

With Gravity, public sector organizations can improve the efficiency and enhance controls in the preparation of the Annual Comprehensive Financial Report and Popular Annual Financial Report. Multiple users can collaborate in the assembly of the report, while Gravity's desktop publishing engine ensures highly professional report output.

Gravity has the capability to produce and automatically consolidate all components of the AACFR and/or PAFR. This module similarly allows you to load data from your financial system directly into Gravity and will automate all elements in your ACFR/PAFR, updating the information automatically. This includes: financial statements, notes, charts and graphs and even the numeric values buried in paragraphs of text. Multiple users can collaborate in the assembly of the report, while Gravity's desktop publishing engine ensures highly professional report output. All data within Gravity will be directly linked with the data in the "Eclipse". Data is linked throughout the reports and the system. If an update to the budget is made all data will be linked to each spreadsheet object in each report and will update automatically. Data points within paragraphs of text and data on charts will also be updated automatically.

Please find some additional features that will help Gravity meet your needs:

Data Linking

In Gravity data is linked throughout the reports and the system. If an update to the budget is made all data will be linked to each spreadsheet object in each report and will update automatically. Data points within paragraphs of text and data on charts will also be updated automatically. Gravity's roll-forward capability enables users to retain all data from previous years' templates.

The rollforward process takes current year's data and shifts all the numbers one year forward. Gravity's enhanced set of validations and validation dashboards show the discrepancies between the uploaded data and the data in last year's financial statements. One of the first stages of the project will be replicating last year's reports and then rolling them forward. Gravity's multi-dimensional financial module can provide automatic calculations and allow for calculations, such as the percentage increases, using a dedicated calculation engine.

Audit Trail

Gravity provides a full audit trail to every change made in the data. The audit trail includes who made the change, what was changed, and when the change occurred. Users can access the audit trail at any time to review all changes made, reverting to a previous version if necessary. Gravity also provides a clear audit trail of all changes made to its data model. As new data files are loaded into Gravity, prior versions are retained to provide a clear history of all data loaded into the application.

Validation

Gravity provides a set of relationship validations across the process; whether the user is working or importing the trial balance, creating adjustments, or generating the ACFR. The validation engine checks the validation relationship and notifies the user that numbers are not balanced. Furthermore, journal entries and the trial balance are saved during the work, but cannot be posted in the financial module (the report) until they are validated.

Rounding

Gravity has multi-relational rounding capabilities that automate the rounding of each statement as well as rounding the notes that agree with the statement (vertical and horizontal rounding). When the user loads a new trial balance or new GL data, or posts an adjustment, the rounding engine is triggered and the rounding is recalculated automatically across the financial module. Gravity also enables flexibility in the rounding by setting up a flexible set of dynamic rules for the rounding.

User Access

Gravity's security model ensures only authorized users can view and/or edit the appropriate data. Gravity provides a three-tiered security model, including application level security, report level security, and data level security. Security settings can be applied by user and/or by role. Gravity provides the highest level of security to ensure that your data and reports are fully protected. The users permissions and controls management consists of several layers:

1. System permissions: Managing users' permissions to perform certain actions on the system level.
2. Report permissions: Managing users' ability to access and perform actions on the report level. That enables managing different permissions for ACFR and Budget Document.
3. Workflow permissions: Each document in Gravity is subject to a workflow.

Different documents can have different workflows. Each workflow stage can have 3 types of permissions for each user (or a group of users): edit, comment and view

Please see the following examples of ACFR's produced using Gravity.

Summary of Operating Funds - Budget Basis
For the Fiscal Year Ended June 30, 2021
(in thousands)

Exhibit H-1

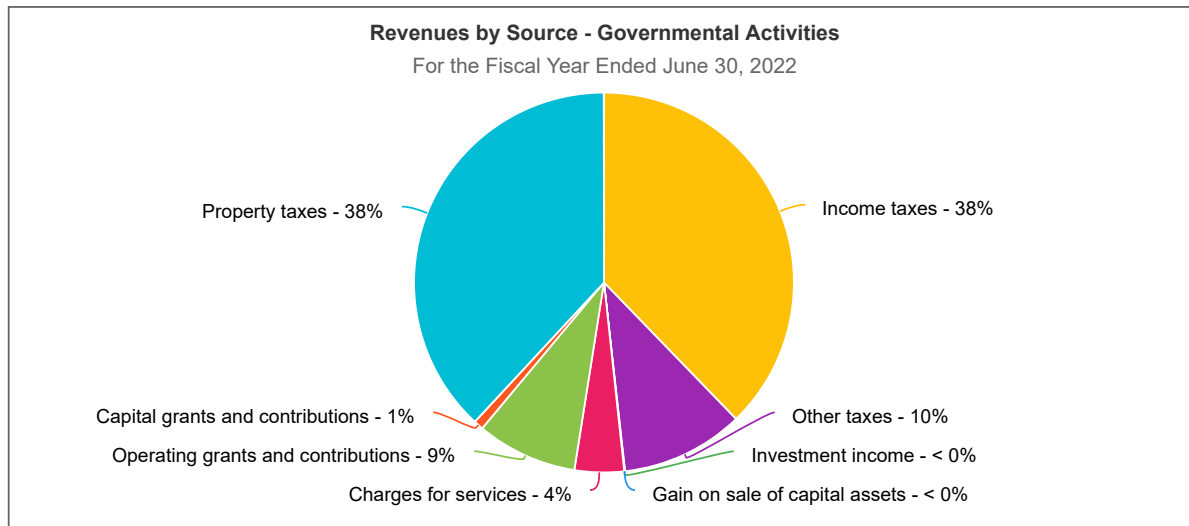
	Resources					
	Fund Balances July 1	Revenues	Recoveries	Fund Transfers		Total
				From	To	
General Purpose Funds						
General Fund	\$ 169,119	\$ 484,936	\$ 2,458	\$ 1,048,210	\$ (50,571)	\$ 1,654,152
Excise Tax	-	1,555,419	-	-	(1,555,419)	-
Total General Purpose Funds	169,119	2,040,355	2,458	1,048,210	(1,605,990)	1,654,152
Federal Funds						
Transit - Federal Grants	-	141,732	115	-	-	141,847
Grants						
Human Services	-	72,108	130	-	-	72,238
Community Development	1,073	17,303	272	-	-	18,648
Federal Operating Trust	-	151,511	5,611	10,225	-	167,347
Public Housing Neighborhood Transformation	1,787	3,241	44	-	-	5,072
Total Federal Funds	2,860	385,895	6,172	10,225	-	405,152
Other Special Revenue and Debt Service Funds						
Highway User Revenue	44,484	147,054	900	-	(3,800)	188,638
Transit 2000	-	(3)	-	3	-	-
Transportation Tax 2050	161,597	14,121	1,376	279,348	(3,695)	452,747
Transit - Other Agency	(5,480)	20,685	32	-	-	15,237
Municipal Court Awards	(1,058)	1,982	48	-	-	972
Parks and Preserves	66,092	2,060	(205)	47,263	(182)	115,028
Development Services	58,722	70,968	175	-	(4,440)	125,425
Community Reinvestment	15,173	7,011	119	-	(2,064)	20,239
Public Housing	25,249	108,092	489	-	(241)	133,589
Sports Facilities	60,780	4,174	129	15,018	(14,647)	65,454
Capital Construction	20,705	202	611	7,060	-	28,578
Other Restricted	101,692	35,222	392	27,310	(16,292)	148,324
Neighborhood Protection	22,535	3,414	6	40,940	(743)	66,152
Public Safety Enhancement	21,566	2,427	2	24,474	(416)	48,053
Public Safety Expansion	32,869	8,033	2	81,881	(1,405)	121,380
Golf Courses	2,036	9,192	1	-	(653)	10,576
Secondary Property Tax Debt Service	100	119,697	-	9,149	-	128,946
City Improvement	-	1	381	51,388	(1,028)	50,742
Regional Wireless Cooperative	1,798	5,290	200	-	-	7,288
Total Other Funds	628,860	559,622	4,658	583,834	(49,606)	1,727,368
Enterprise Funds						
Aviation	381,755	304,431	5,716	63,146	(11,036)	744,012
Phoenix Convention Center	56,548	3,592	985	54,331	(3,884)	111,572
Water System	115,791	482,771	2,487	66	(43,379)	557,736
Water System - Val Vista	(2,367)	25,115	2,045	-	(678)	24,115
Wastewater	124,611	225,659	2,211	-	(14,480)	338,001
Wastewater - SROG	5,591	52,228	819	-	(2,090)	56,548
Solid Waste	24,927	186,310	4,300	-	(10,183)	205,354
Total Enterprise Funds	706,856	1,280,106	18,563	117,543	(85,730)	2,037,338
Total Operating Funds	\$ 1,507,695	\$ 4,265,978	\$ 31,851	1,759,812	(1,741,326)	\$ 5,824,010
Other Transfers - Non-budgeted Funds				54,243	(72,729)	
				<u>\$ 1,814,055</u>	<u>\$ (1,814,055)</u>	

(1) Includes operating capital outlay and utility repayment agreements.



Governmental Activities

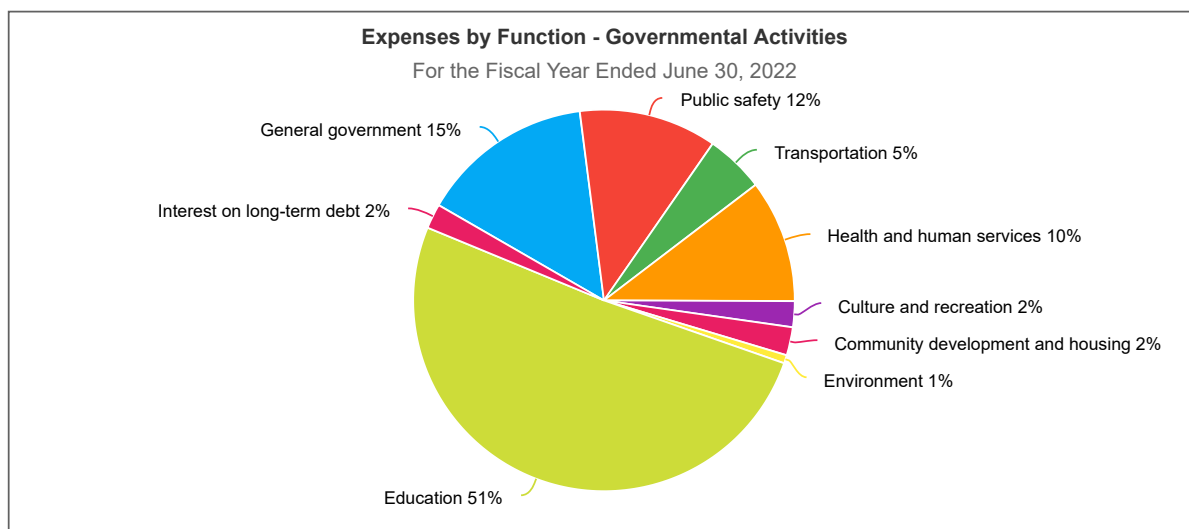
Revenues for the County's governmental activities were \$5,040.1 million for FY22. Sources of revenue are comprised of the following items:



- Taxes constitute the largest source of County revenues, amounting to \$4,350.9 million for FY22.
- Property and local income taxes combined comprise 87.9 percent of all County tax revenues. Each County in Maryland sets its income tax rate within parameters established by the State. The local income tax rate was 3.2 percent of the State taxable income for calendar years 2022 and 2021. There is no local sales tax in the State of Maryland.
- Operating grants and contributions represent primarily grants from the Federal and State governments and State aid programs. The majority of such revenues are received to fund the following County programs: health and human services (\$218.9 million or 50.6 percent), transportation (\$108.7 million or 25.2 percent) and public safety (\$46.0 million or 10.6 percent).

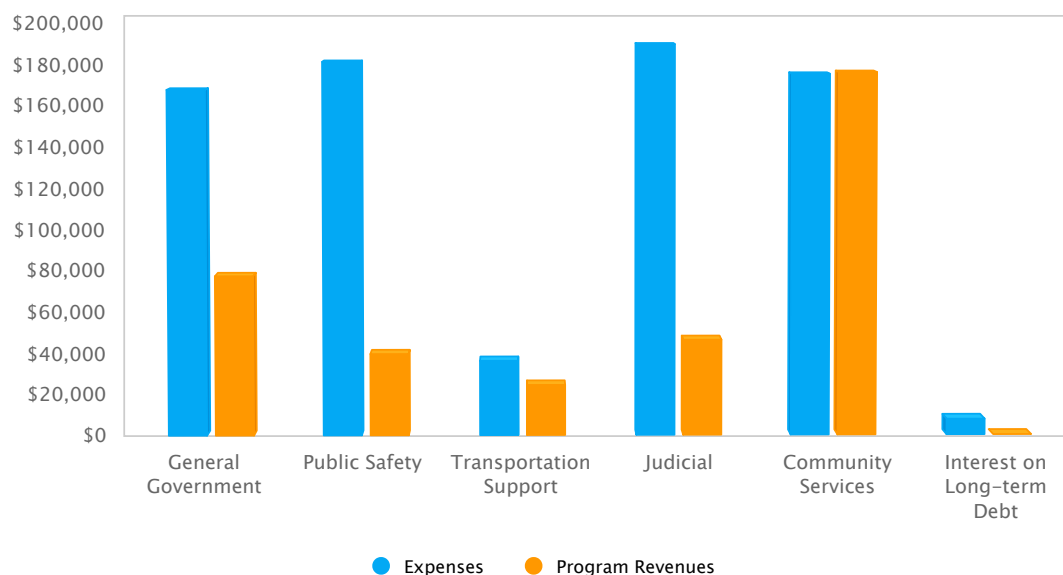
A more detailed discussion of the County's revenue results for FY22 as compared to what was budgeted can be found in the General Fund Budgetary Highlights section of this MD&A.

The cost of all governmental activities for FY22 was \$4,275.5 million. As the chart on the next page indicates, education constitutes the County's largest program and highest priority; education expenses totaled \$2,175.6 million. General government services totaled \$626.1 million, public safety expenses totaled \$499.2 million, and health and human services, the fourth largest expense for the County, totaled \$445.5 million.

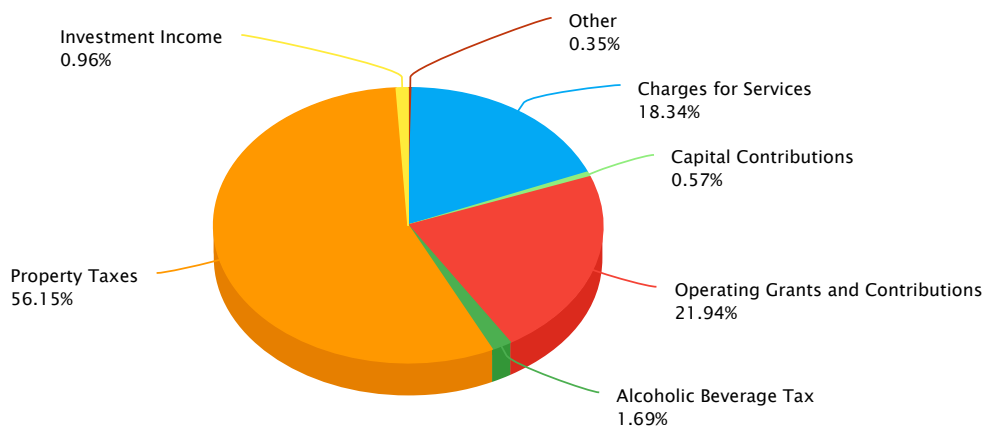


Expenses and Program Revenues – Governmental Activities

(Amounts in thousands)



Revenues by Source – Governmental Activities



Budgeting Planning



Budgeting Planning

Gravity's cloud-based data collection templates provided with the **Gravity - Budgeting module** make it easy for multiple users across the organization to participate in the budgeting process. Gravity provides a spreadsheet interface, over-the-web, to make it easy to enter data and have this data rollup according to your specific hierarchical structures.

Gravity also makes it easy to migrate from an MS-Excel based process to the cloud. Your existing MS-Excel spreadsheets can be automatically converted into cloud-based data entry templates, while retaining the same look & feel. These features reduce training costs and enhance user adoption. Gravity streamlines the budgeting process with appropriate controls and procedures.

Gravity - Budgeting Planning makes it easy to collect budget requests from departments and component units, plan the next annual/biennial budgets from future capital expenditures, conduct what-if modeling of future revenues and expenses according to a wide variety of scenarios and visualize budgets using a set of intuitive dashboards.

Using the three main Budgeting Planning Data Collection Templates the user is able to collect budget requests from departments & agencies. As information collected is approved, relevant data will be distributed across all relevant sections of the proposed and adopted budget reports. Department users can also access Gravity to create and maintain budget narratives.

Operating Budget – Gravity provides easy-to-use Operating Budget data entry templates that support a variety of budgeting methodologies: incremental, program, performance, zero-based and/or priority based budgeting. Budget submissions can be supported with performance measures, advanced analytics, supporting documents, and insights to improve decision-making.

Gravity's integrated data collection and analysis platform presents prior years' data and simplifies collecting the following year's annual budget information. It allows users the ability to collaborate seamlessly with any number of budget contributors across the organization, customize templates to your specific requirements and design the column structure for data entry and reporting (actuals, budgets, estimates, etc). Users of Gravity are able to itemize the budget starting at the departmental requests stage, manage layouts to sort, group order and filter the template, attach supporting documents to each budget request and set workflows and budget stages according to your specific approval processes. Gravity sets validation rules to minimize data entry errors and tracks all changes with a full audit trail of all user activity.

Personnel Budget – Each employee's compensation is calculated in detail to the applicable cost-element, position, labor group, department, etc. Multi-year scenarios can be created, and easily ported to line-items in your Operating Budget.

Gravity personnel budgeting module enables users to integrate HR and salary applications data with vacant position information from the budgeting module in one platform. Users are able to calculate base salary automatically according to step tables, cost of living adjustments and any number of additional parameters. Automate the calculation of premiums and benefits using an intuitive management panel, allocate each position

to the relevant fund, program, project or account, project future personnel expenses by managing different scenarios and introduce rule-based calculations to fit your organization's requirements

Capital Budget – Gravity project templates empower you to easily create, update and maintain your multi-year capital improvement plan. The first year(s) capital budget is automatically integrated with the overall budget summary, along with each project's related impact on operating revenues and expenses.

Gravity's capital projects budgeting templates are tailored to your project process and structure allowing you to collect project status updates and projects requests from departments and component units, link projects to the General Plan's goals and policies and prioritize capital expenses with an intuitive ranking methodology. Users can allocate funding sources to each project, share capital projects data with decision makers using a set of detailed dashboards and manage any meta-data related to the project.

With Gravity, finance teams have complete control over the budgeting and reporting process. The Budget Manager controls the design of the data entry templates, when the templates are made available to the department managers for data entry, and when the process is locked down. Gravity ensures that data is entered consistently and with data validation controls, to ensure accurate and relevant data goes into the system. Gravity Workflow ensures that users follow a structured process in the data submission, review and approval process. Furthermore, Gravity's dashboards provide the budget manager with clear visibility and control over the status of the budgeting and reporting process at all times.

Gravity Forecasting and Business Intelligence

Gravity contains an advanced Business Intelligence (BI) system that enables users to present data internally using a set of dynamic dashboards. The dashboard provides up-to-date and complete visibility into the budgeting and reporting process, at all times. It allows users to drill into budget details for better visualization across the budgeting process. Enabling users to track budgets to actuals, establish data validation, and run what-if scenarios for forecasting.

Our advanced BI system enables users to make the most informed decisions and transforms budget data into an easy to read, quick to digest display which outlines all the key points within a single screen and can be customized to gain valuable insight into data and processes that warrant better tracking and easier distribution of information.

The following are some of the unique features of Gravity's dashboard that will enable the University to accomplish its full goals within the scope of this project:

- **Big Picture View:** The dashboard allows the team to easily see the whole picture, integrating all the budget data in one, easy to understand format.
- **Exportability:** Each view is easily exportable to be used for internal, public or council presentations.
- **Performance Monitoring:** Evaluate historical trends, current progress, and future projections for effective performance tracking.

- **Customization:** Users enjoy the flexibility of creating personalized views, drilling into specific department and fund details. Access is created with user permissions in mind, ensuring that only authorized individuals can access the appropriate information.
- **Real-time Connectivity:** All information within the dashboard is linked directly to the Gravity database to ensure consistent, up to date information with real-time updates.
- **Advanced Filters:** The dashboard includes the most advanced filters, enabling users to focus on only the information that they want to see. Filters can be chosen, updated, and saved for future use effortlessly.
- **AI-Driven Insights:** Provides up-to-date, proactive insights, recommendations, and suggestions utilizing cutting-edge AI technology.
- **Slice and Dice:** Users are able to explore data dynamically, examining it from different angles and levels of granularity. Users can tailor their views to find specific answers or
- uncover patterns and trends within the data.
- **Scenario Planning:** Run several scenarios for each year and create projection scenarios for multiple years on the same detail level as the budget.
- **What-If Analysis:** Easily modify assumptions and inputs to explore unlimited hypothetical scenarios and analyze the potential impacts on budgets and outcomes.
- **Forecasting:** Utilize prior year data to create customizable budget forecasts while employing powerful AI technology to analyze data patterns and provide intelligent insights, improving the overall forecasting process.

Summary

Expenditure

Revenue

Fund Name

All

Department Name

All

Department Summary

335M

Revenue

300M

Expenditures

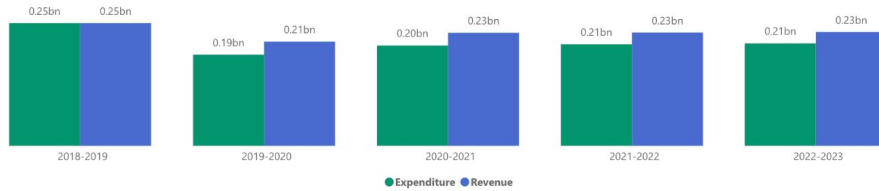
334.73M

Surplus

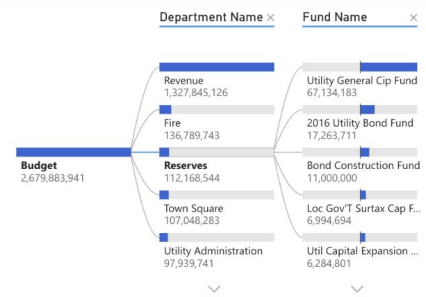
472

FTE

Adopted Budget by Years



Department Name	Prior Year Actuals	YTD	Adopted Budget
Blvd Ext	47,289	89,396	932,329
Memorial Park	353,469	373,326	423,526
Administration	316,186	130,961	313,491
Bridges	111,560	0	102,973
Building	3,043,510	3,230,738	3,882,254
Carolyn Sims Center	99,895	198,909	384,544
Children's Museum	57,475	15,696	15,696
City Attorney	671,852	569,514	621,115
City Clerk	818,045	729,234	760,156
City Commission	325,754	322,416	349,609
City Hall	625,454	589,116	912,202
City Hall/Gen. Admin.	3,750,000	2,767,238	4,147,306
Total	437,578,350	441,246,205	634,672,278



Budget Detail

Expenditure

Revenue

Department Name

All

Sub Account

All

438M

Prior Year Budget

441M

Department Request

531M

Proposed Budget

635M

Adopted Budget

Not Started



In Progress



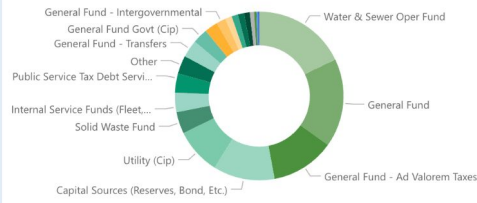
Finance Review



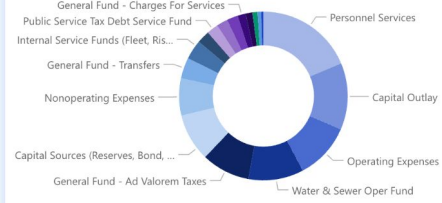
Approved



Budget by Funds



Budget by Category



Fund Name	Actuals	Proposed Budget	Adopted Budget
General	99,484,916	211,600,184	249,315,386
Revenue	-8,924,214	107,372,024	141,789,663
Fire	31,872,634	28,998,997	29,883,129
Uniform Services	18,496,301	18,726,943	19,552,401
Support Services	15,311,003	14,320,646	14,753,499
Office Of The Chief	5,245,893	5,008,443	5,095,866
Town Square	4,526,173	4,330,543	4,330,543
Parks & Grounds	4,281,894	4,359,666	4,271,975
City Hall/Gen. Admin.	4,153,584	4,048,578	4,147,396
Other Current Chgs	2,387,187	2,264,878	2,380,576

Personnel Budget

Position
All

Employee Name
All

9.83M

Total Personnel Budget

163

Recurring Employees

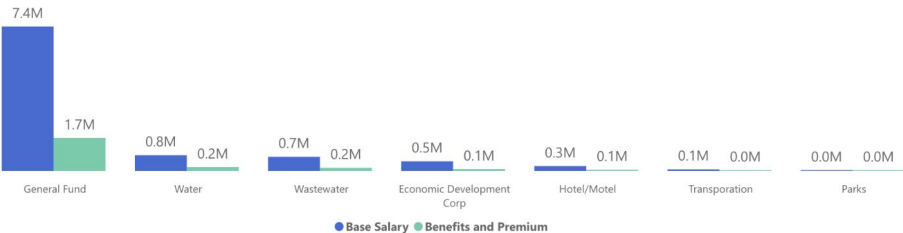
17

New Employees

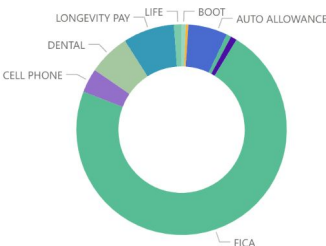
10

Vacant

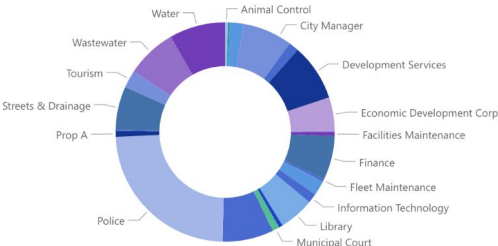
Personnel Cost by Fund (Base Salary + Benefits)



Benefits and Premiums



Personnel Cost by Department



Capital Improvement Projects

Funding Sources
All

Status, Priority
All

10M

FY2020-21

12M

FY2021-22

8M

FY2022-23

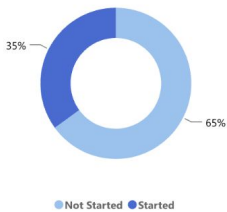
6M

FY2023-24

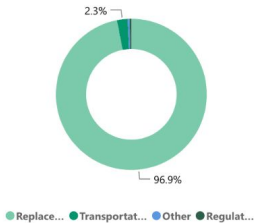
2M

FY2024-25

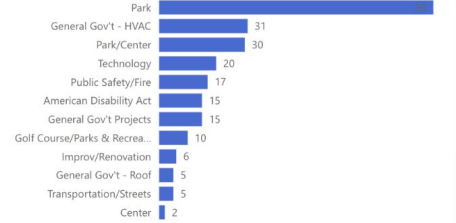
Project by Status



Project by Criteria



Project by Type



Priority	High					Low							
	Principle	FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25	FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25	FY2020/21	FY2021/22
Building Wealth in the Community	14,000	0	0	0	0	0	0	10,000	0	0	0	422,200	2,305,495
Culturally Distinct Downtown	2,530,000	500,000	50,000	0	25,000							874,903	3,231,500
Environmental Sustainability												50,000	0
High Performing Organizations	3,202	13,250	3,250	3,250	0							482,500	905,150
Other	1,250,000	0	0	0	0							610,000	660,500
Public Health and Safety	1,621,625	371,625	371,625	371,625	0							471,292	875,106
302-4101-580.62-01												0	40,000
302-4122-520.64-02	371,625	371,625	371,625	371,625	0								
302-4211-572.63-05	1,250,000	0	0	0	0								
303-4101-580.62-01												10,000	10,000
303-4101-580.64-18												20,000	40,000
303-4104-573.64-18												0	0
Total	5,718,827	3,184,875	3,124,875	374,875	25,000	0	10,000	0	0	0	0	4,540,895	8,532,751

BB MEMORIAL PARK FUND

CAPITAL SOURCES
(RESERVES, BOND, ETC.)

GENERAL

INTERNAL SERVICE
FUNDS (FLEET, RISK,
DISTRIBUTION)

PUBLIC ART FUND

PUBLIC ARTS FUND

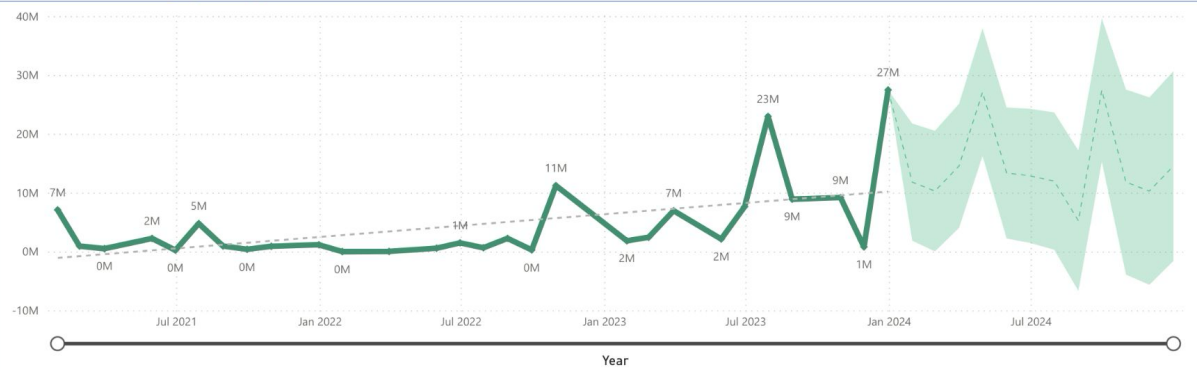
PUBLIC SERVICE TAX DEBT
SERVICE FUND

SOLID WASTE FUND

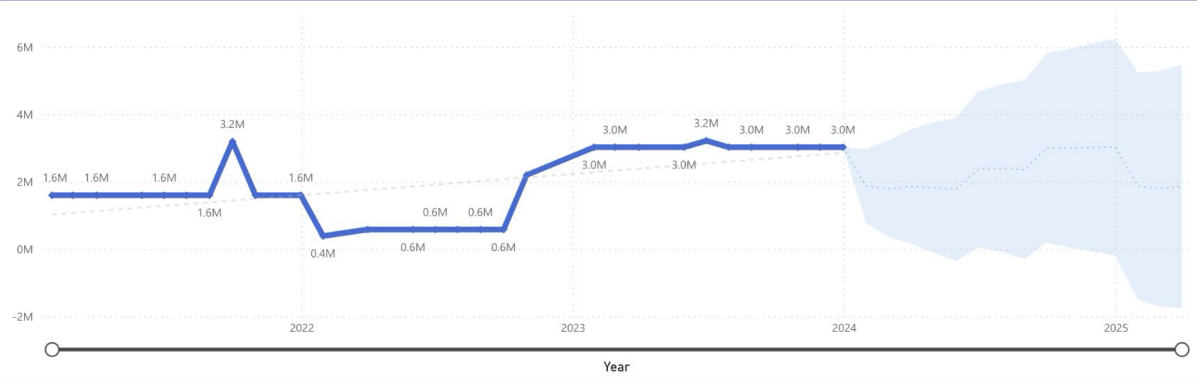
VEHICLE SERVICE FUND

WATER & SEWER OPER
FUND

Revenue Forecasting by History (month)



Expenditure Forecasting by History (month)



Lease and Debt Management



Lease and Debt Management

Gravity's lease and debt accounting modules were developed to address the reporting requirements of GASB 87, 88 and 96 and have been successfully implemented in many government-sector organizations.

Gravity Lease Management is a user-friendly solution that enables its users to successfully conduct the following tasks:

- Customize workflows.
- Generate disclosures according to the new accounting rules.
- Access large sets of built-in reports and create customized ad-hoc reports.
- Send alerts to users regarding critical dates.
- Track and report on non-lease expenses.
- Easily upload and download data in multiple formats.
- Generate amortization schedules and journal entries for easy upload to an ERP system.
- Upload an unlimited number of attachments in any format, linked to contract data.

IGM's unique proposition includes the following features:

1. **IGM is the only company in the market to offer a one-stop solution for integrating the lease accounting disclosure, based on GASB 87 and 96 requirements, directly into the ACFR report,** on a single platform. Our customers that decide to use Gravity for both lease accounting and financial reporting enjoy this single platform solution.
2. **IGM provides its lease accounting solution using Google Sheets as the user interface,** which provides many similarities with Microsoft Excel, so the transition from Excel to Gravity's lease accounting module can be done easily.
3. **Gravity is 100% customizable** based on your specific needs. Gravity's built-in lease templates for lessee and lessor contracts are flexible and enable the customer to add or remove fields easily during the implementation process.
4. **Gravity supports an unlimited number of attachments of any size** that can be linked to the contract data.
5. **Gravity provides automatic sorting between leases** that should be reported under GASB 87 guidelines and leases that are expanded, such as immaterial or short-term leases.
6. **Gravity provides an out-of-the-box GASB 87 and 96 compliant set of journal entries** that can be uploaded easily to the ERP system.
7. **Gravity provides an out-of-the-box GASB 87 and 96 compliant set of formatted disclosure notes** that can be incorporated easily to the ACFR report.

Gravity's Debt Management Module provides a comprehensive and user-friendly solution that supports the full life-cycle of debt management. Gravity Debt management helps with collecting and organizing debt issuances including: bonds, short-term and long-term debt and debt payment schedules for better visualization and controls over the debt process. Gravity also can establish robust business intelligence dashboards for scenario building on the impact of debt across a large set of visualization tools. Gravity is a great solution to store all debt information, establish workflows and alerts, create payment schedules, journal entries and disclosure notes that can be incorporated into your financial statement or ACFR.

Performance Management



Business Intelligence & Analytics

Gravity Dashboards provide up-to-date and complete visibility into the budgeting and reporting process, at all times.

Gravity Internal Management dashboards allow users to drill into budget details for better visualization across the budgeting process. This enables users to track budgets to actuals, establish data validation, and run what-if scenarios for forecasting. Gravity's business intelligence dashboards can be customized to gain valuable insight into data and processes that warrant better tracking and easier distribution of information.

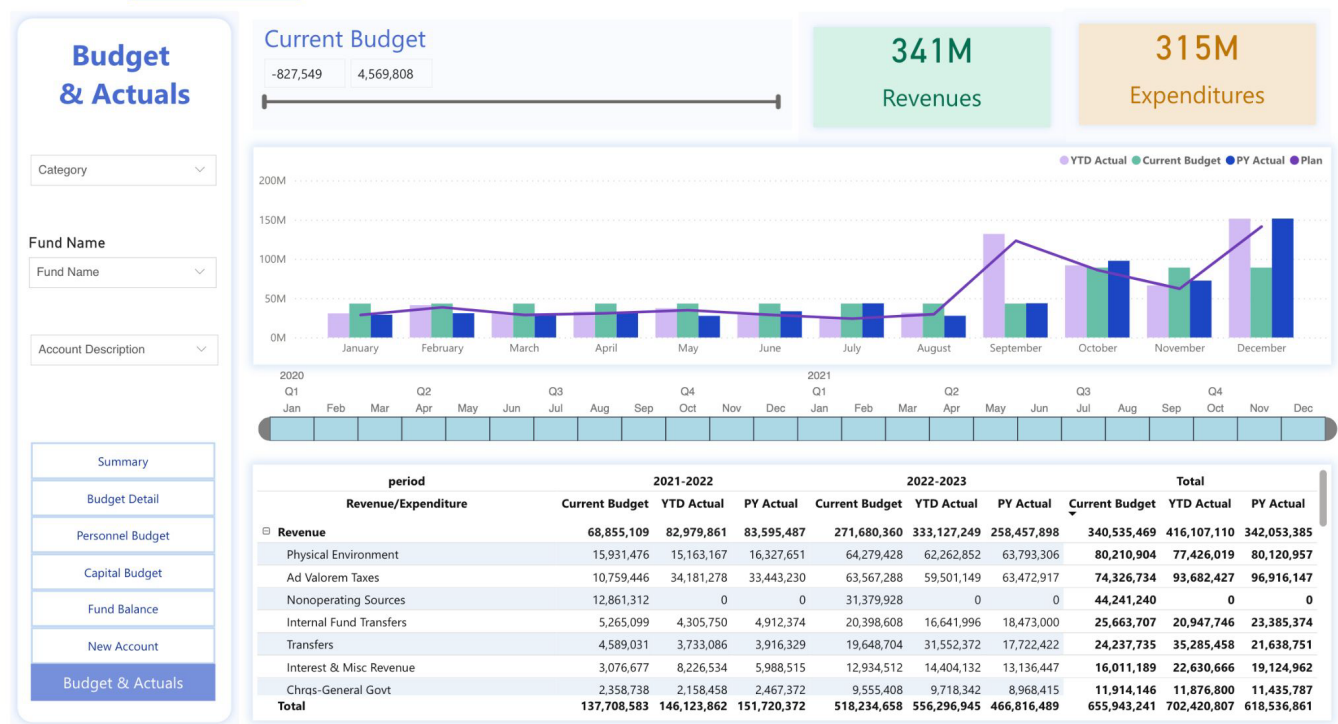
Users of Business Intelligence (BI) Dashboards are able to visualize budget data with an intuitive set of dashboards, generate beautiful data visualizations and dashboards with configurable charts and tables and share high-level insights with constituents and decision makers for transparency and engagement. Explore live data to uncover detailed insights on Census Information, the Police Data Initiative and other critical issues with no technical background required and customize your dashboard with easy-to-use ad-hoc analytics.

All of Gravity's BI-Dashboards can be customized to meet your specific needs, Gravity offers out-of-the box templates which we use as a starting point to achieve better budget visualizations as follows:

Budget-to-Actuals Dashboard: This dashboard, breaks down the budget versus actuals for some key KPI's and metrics:

- By department
- By Time metrics (year, quarter, month)
- By Fund

Please see an example here:



What-if Scenario Dashboard: This dashboard allows the budget team to run scenarios based on different parameters to visualize how (multiple scenarios) can impact the budget. Such as: Increases in operations expenses, revenues projections updates and changes in the Cities personnel or operational costs.

Please see example here:

Forecasting Methods

Based on Average

Based on Percentage

Remaining Prior Periods

			Available Actuals				Forecast Actuals									
Fund	Adopted Budget	Year End Forecasting	2023 October	2023 November	2023 December	2024 January	2024 February	2024 March	2024 April	2024 May	2024 June	2024 July	2024 August	2024 September	Balance	
SANITATION FUND																
1 - Personnel Services	4,727,474	6,264,295	324,691	385,915	385,915	385,915	385,915	385,915	385,915	385,915	385,915	578,876	578,876	868,312	5,553,685	
2 - Maintenance And Operations	2,434,851	6,028,174	229,842	73,913	243,485	243,485	243,485	243,485	243,485	243,485	243,485	243,485	243,485	243,485	5,724,418	
4 - One Time Expenditures	97,503	665,000	9,750	0	9,750	9,750	9,750	9,750	9,750	9,750	9,750	9,750	9,750	9,750	655,250	
3 - Capital Outlay	0	570,000	0	1,299	0	0	0	0	0	0	0	0	0	0	568,701	
WATER FUND																
1 - Personnel Services	2,513,029	3,329,967	172,600	205,146	205,146	205,146	205,146	205,146	205,146	205,146	205,146	307,718	307,718	461,578	2,952,224	
2 - Maintenance And Operations	1,294,315	3,204,450	122,179	39,291	129,433	129,433	129,433	129,433	129,433	129,433	129,433	129,433	129,433	129,433	3,042,981	
4 - One Time Expenditures	51,830	353,500	5,183	0	5,183	5,183	5,183	5,183	5,183	5,183	5,183	5,183	5,183	5,183	348,317	
3 - Capital Outlay	0	303,000	0	690	0	0	0	0	0	0	0	0	0	0	302,310	
IT & COMMUNICATIONS FUND																
1 - Personnel Services	2,488,145	3,296,997	170,890	203,113	203,113	203,113	203,113	203,113	203,113	203,113	203,113	304,671	304,671	457,008	2,922,993	
2 - Maintenance And Operations	1,281,501	3,172,723	120,970	38,901	128,150	128,150	128,150	128,150	128,150	128,150	128,150	128,150	128,150	128,150	3,012,852	
4 - One Time Expenditures	51,317	350,000	5,132	0	5,132	5,132	5,132	5,132	5,132	5,132	5,132	5,132	5,132	5,132	344,868	
3 - Capital Outlay	0	300,000	0	683	0	0	0	0	0	0	0	0	0	0	299,317	

Personnel Forecasting Dashboard: This dashboard will allow the City to view employee data and personnel cost information, to easily view the budget impacts as it relates to personnel costs. You can project expenses for the following years for many different metrics that impact personnel costs such as: CPI adjustments, salary step and grade, labor and union costs, benefits changes and how all of these things will impact the budget in future years.

Please see an example here.

Forecasting Methods

Based on Average

Based on Percentage

Remaining Prior Periods

Department	Adopted Budget	YTD	Year End Forecasting	2023 October	2023 November	2023 December	2024 January	2024 February	2024 March	2024 April	2024 May	2024 June	2024 July	2024 August	2024 September	Balance
SEWER FUND																
1 - Personnel Services																
11001 Base Salary & Other Pay	51,197	59,989	77,711	4,612	4,179	4,179	4,179	4,179	4,179	4,179	4,179	4,179	6,269	6,269	9,404	68
11501 Retirement	13,718	15,419	18,184	581	1,120	1,120	1,120	1,120	1,120	1,120	1,120	1,120	1,680	1,680	2,520	16
11701 Health Insurance	10,414	11,691	12,666	428	850	850	850	850	850	850	850	850	1,275	1,275	1,913	11
11001 Salaries	8,241	9,118	5,720	204	673	673	673	673	673	673	673	673	1,009	1,009	1,514	4
11504 Retirement-Unfunded Accrued Liability	6,331	7,116	8,393	268	517	517	517	517	517	517	517	517	775	775	1,163	7
11808 Vacation Reserve	1,890	2,126	2,455	81	154	154	154	154	154	154	154	154	231	231	347	2
11001 Sick Leave Taken	1,800	2,080	0	133	147	147	147	147	147	147	147	147	220	220	331	
11703 Workers Compensation	1,757	1,971	2,107	71	143	143	143	143	143	143	143	143	215	215	323	1
11611 Fica Medicare	897	1,097	1,135	127	73	73	73	73	73	73	73	73	110	110	165	
11704 Dental/Vision Insurance	718	776	889	0	59	59	59	59	59	59	59	59	88	88	132	
11001 Vacation Taken	617	942	0	274	50	50	50	50	50	50	50	50	76	76	113	
11807 Sick Leave Reserve	570	641	759	24	47	47	47	47	47	47	47	47	70	70	105	
11706 Retirement Health Savings Plan Expenses	517	579	581	20	42	42	42	42	42	42	42	42	63	63	95	
11715 Disability Insurance	349	378	425	0	29	29	29	29	29	29	29	29	43	43	64	
11902 Car Allowance	196	219	192	7	16	16	16	16	16	16	16	16	24	24	36	
11702 Life Insurance	136	147	157	0	11	11	11	11	11	11	11	11	17	17	25	
11102 Pension Contributions	61	66	210	0	5	5	5	5	5	5	5	5	0	0	11	

Capital Improvement Projects Dashboard: This dashboard will allow the City to view CIP information and manipulate multiple scenarios to visualize capital project impacts on the budget for multiple years. You can project CIP expenses for the following years for many different metrics that impact capital projects such as: CPI adjustments, salary step and grade, labor and union costs, benefits changes and how all of these things will impact the budget in future years.

Please see the following examples.



Capital Improvement Projects

Funding Sources

Project Priority

Summary

Budget Detail

Personnel Budget

Capital Budget

Fund Balance

New Account

10M
FY2020-21

12M
FY2021-22

8M
FY2022-23

6M
FY2023-24

2M
FY2024-25

Project by Status

35%

65%

Not Started

Started

Project by Criteria

2.3%

96.9%

Replace...

Transportat...

Other

Regulat...

257/257 displayed

641k 1.92M 3.20M 4.49M 5.77M 6.41M

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	High					Low						
Priority	High					Low						
Principle	FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25	FY2020/21	FY2021/22	FY2022/23	FY2023/24	FY2024/25	FY2020/21	FY2021/22
Building Wealth in the Community	14,000	0	0	0	0	0	10,000	0	0	0	422,200	2,305,495
Culturally Distinct Downtown	2,530,000	500,000	50,000	0	25,000						874,903	3,231,500
Environmental Sustainability											50,000	0
High Performing Organizations	3,202	13,250	3,250	3,250	0						482,500	905,150
Other	1,250,000	0	0	0	0						610,000	660,500
Public Health and Safety	1,621,625	371,625	371,625	371,625	0						471,292	875,106
302-4101-580.62-01											0	40,000
302-4122-520.64-02	371,625	371,625	371,625	371,625	0							
302-4211-572.63-05	1,250,000	0	0	0	0							
303-4101-580.62-01											10,000	10,000
303-4101-580.64-18											20,000	40,000
Total	5,718,827	3,184,875	3,124,875	374,875	25,000	0	10,000	0	0	0	4,540,895	8,532,751

35

Security



Security

IGM sees the data security and stability of its IT assets as one of the key elements for the company's success and a fundamental attribute of the IGM's software. Gravity is hosted on Google Cloud and uses the most advanced security measures provided by Google, along with additional security layers from other providers.

Policies and Procedures

IGM Technology operates based on a comprehensive set of policies and procedures that ensure the development cycle and other activities are organized and monitored in accordance with the most up-to-date frameworks.

Our policies include the following:

- Software development lifecycle policy
- Change management policy
- Firewall policy
- Information security policy
- Physical security policy
- Removable media and cloud storage policy
- Data retention policy
- Workstation policy
- Password policy
- Security incident management plan
- Encryption policy
- Data classification policy
- Bring your own device policy
- Remote access policy
- Availability policy
- Privacy policy

Compliance and Certifications

IGM Technology has SOC1 and SOC2 certification.

SOC2 requires companies to establish and follow strict information security policies and procedures, encompassing the security, availability, processing, integrity, and confidentiality of customer data. By complying with SOC2 standards, IGM Technology ensures the integrity of our products and business processes to provide the highest level of protection for our customers' data.

Gravity encrypts data both at rest and in transit. Gravity runs on the Google Cloud Platform (GCP) to store all of Gravity's data within the Google environment. Google automatically encrypts all data at rest within the Google Cloud Platform. More information on Google's encryption at rest methods can be found here: <https://cloud.google.com/security/encryption-at-rest/>

Gravity also encrypts all data in transit. Communication between the client and the Gravity application occurs through a https connection. Furthermore, all data communications between components within the Google Cloud Platform are also encrypted. More information on Google's encryption in transit can be found here: <https://cloud.google.com/security/encryption-in-transit/>

Data Backup and Recovery

Gravity provides three methods for backing up the data:

- Automatic database replication in real-time
- Automatic data backup once per day
- Storage of all edits in Gravity's audit trail: The audit trail allows users to view who made each change, when the change occurred and what was changed. All changes ever made to the document are retained indefinitely which allows users to revert any section of the document back to its status at a prior point in time.

IGM Technology has defined a robust data recovery process. From an infrastructure perspective, the Gravity application is deployed across Google Cloud Platform, which organizes its data centers in multiple regions and zones, to provide automatic fail-over in case of a disaster. The Google Data Center locations can be found here: <https://cloud.google.com/about/locations/>

IGM Technology also runs all of its business applications, source code, and data in the Google Cloud to provide access from any location and to take advantage of Google's distributed data center locations. As a result, IGM's employees can be equally effective in the office, working from home, or working from any other location with access to the internet. In the event of a disaster, our team will be able to fully support our clients and continue to support the Gravity application.

Google Security Command Center

Google Security Command Center is an intrusion detection system, natively integrated into Gravity and all its related services and infrastructure. It consumes events and logs emitted by the entire infrastructure. It provides 24/7 online surveillance through a Google-driven machine learning platform (25M logs and events a day). Google Security Command Center effectively analyzes all events and logs across IGM infrastructure and alerts our security team of any suspicious activity in real-time. Main features include but are not limited to:

- Provides centralized visibility and control
- Discovers misconfigurations and vulnerabilities
- Detects threats targeting IGM Technology's cloud assets

Google Cloud Armour and Cloud Load Balancer

Cloud Load Balancer is a serverless platform that keeps Gravity and its services safe by hiding it from the outside world behind the most powerful Google Web Application Firewall-Cloud Armour. Cloud Armour is an intrusion prevention system connected to the machine learning platform powered by Google that analyzes the incoming traffic and allows or denies access. The main features include:

- Web Application Firewall with more than 120 known attack signatures (OWASP Mod-SecurityCoreRule Set). The list gets longer every day and is applied automatically
- Fine-grained traffic control by any criteria, e.g. by country of origin
- Built-in DDoS and Brute Force protection

Cloud Monitoring

IGM uses a comprehensive cloud traffic monitoring tool named Cyrebro, which is a security information and event management system that implements real-time monitoring and analysis of events in addition to tracking and logging of security data for compliance and auditing purposes. Cyrebro serves as an intrusion detection system with prevention capabilities and provides an additional layer of security at IGM. It features the following:

- Digests all the logs and events across the entire IGM's infrastructure, including but not limited to Gravity
- Analyzes events for suspicious or malicious activity
- Provides a team of security analysts monitoring the most suspicious alerts 24/7

Google Cloud Platform Security

Google Cloud regularly undergoes independent verification of security, privacy, and compliance controls, achieving certifications, attestations, and audit reports to demonstrate compliance. Some of the key international standards Google Cloud Platform is audited against are:

- The Federal Risk and Authorization Management Program (FedRAMP)
- ISO/IEC 27001 (Information Security Management)
- ISO/IEC 27017 (Cloud Security)
- ISO/IEC 27018 (Cloud Privacy)
- ISO/IEC 27701 (Privacy)
- SOC 2 and SOC 3 reports

More information on Google Cloud Platform's security certifications can be found here: <https://workspace.google.com/learn-more/security/security-whitepaper/page-5.html>

Physical Security

Google Data Centers are protected with several layers of security to prevent any unauthorized access to our customers' data. Rather than storing each user's data on a single machine or set of machines, all data is distributed across many computers in different locations. Google Data Centers use secure perimeter defense systems, comprehensive camera coverage, biometric authentication, and a 24/7 guard staff.

Secured Access

Single Sign-On

Gravity uses Google as an authentication provider. That is, it does not store any passwords itself, but redirects all authentication work to Google. This works well for Gravity because every Gravity user has an underlying Google user by design. To set up SSO with Azure AD requires configuring Google to reach out to Azure for authentication. Gravity hands the task off to Google, which hands it off to Azure. This requires some configuration on the Google side and the Azure side. The configuration on the Google side is done by IGM and requires our customers to provide us with the following information:

- ☒ Sign-in page URL
- ☒ Verification certificate

This information is usually provided by our customers' Azure administrator who will need to set up SSO to accept requests from Google with the Gravity subdomain specific to the customer. Here is a tutorial from Microsoft on how to do this: <https://docs.microsoft.com/en-us/azure/active-directory/saas-apps/google-apps-tutorial>

The domain Gravity uses is of the form `customer.gravityigm.com` where "customer" is a subdomain chosen by the customer.

Multi-factor Authentication

IGM uses multi-factor authentication (MFA) to protect our customers' accounts and company data with a wide variety of MFA verification methods such as push notifications, Google Authenticator, phishing-resistant Titan Security Keys, and using your Android or iOS device as a security key.

Training, Updates and Support



Training, Updates and Support

IGM Technology provides its customers with a comprehensive solution including state-of-the-art software, hands-on training, comprehensive implementation services, maintenance and on-going support.

Support

IGM provides full technical and system support throughout the contract to all the active users in the system. During the initial implementation phase, IGM's project team provides ongoing support until the system is fully configured and the milestones of the implementation phase have been achieved.

After the implementation process has been completed, IGM will provide full support to address any questions or concerns clients may have while using Gravity. IGM's team provides support through phone, email, and scheduled conference calls. Tickets are opened automatically in Gravity's support system by sending an email to a dedicated support email address.

IGM believes customer service is incredibly important. All service requests are reviewed by the technical support team within two hours of receiving a request, most issues are resolved within thirty minutes, with a guaranteed fix within four hours. In the case of an emergency, IGM will immediately begin to work on the open issue. Clients will have a dedicated support contact.

IGM also offers premium support that includes hands-on services for operating Gravity beginning in year two. Using IGM's premium support services will help the County to save time on data entry, updating changes in the budget book, and other technical operations.

Updates

IGM is responsible for applying patches when necessary to ensure that Gravity is able to operate. IGM will continue to support the software after implementation and be responsible for the technical environment.

IGM typically releases a major release every quarter and minor fixes as needed. In addition to the scheduled quarterly releases, IGM applies hotfixes to resolve minor issues that require immediate attention between releases. IGM typically deploys the updates after business hours and the downtime is usually less than two minutes for each update. These updates are managed solely by IGM and do not require any resources from the client.

IGM has a structured approach to managing releases. Each request for change in the software is sent to the product team that is evaluating the impacts of the change on the product. After that, relevant changes are discussed by the product steering committee, which assigns each change to a quarterly release.

IGM's release process is as follows:

1. The release needs to be scoped and approved.
2. The development of the release is completed.

3. Testing. IGM has four staging environments that are physically isolated from the production environments. All features and bug fixes are combined into a version that is tested stage by stage.
4. The release goes through the risk assessment (current client deadlines and priorities are taken into consideration).
5. Customers are notified about the upcoming change.
6. The rollout of the release goes through stages. For example, 5% of clients, 20% of clients, 50% of clients, all the way until all clients are migrated. There are approval and system monitoring procedures each step of the way.

IGM has a roadmap of features in development and is always advancing and improving the platform. Features within Gravity can be customized, upon request.

Training

IGM provides training and training materials for all users of the system as part of the implementation. The training includes online training sessions. On-site training can be provided upon request. Training materials will be provided during the training sessions and will include user manuals and best practices for using the system. System documentation and training materials are updated and distributed according to the updates made to the system.

The system also includes a comprehensive, searchable knowledge base that provides users with documentation and instructions on all of the functions of Gravity.

IGM Training Policy

2.1. Training Strategy

Providing Technical support and assistance on timely, efficient, and high-quality issues and problems solving.

1. Clear communication: It is important to have clear communication channels between the Gravity support team and customers, which may include a dedicated phone line, email, or IGM support ticketing system – knowledge base portal. Customers should be able to easily contact support and receive a timely response.
2. Knowledge base: Providing a Gravity knowledge base of self-center can help users find solutions to common problems and reduce the volume of support requests.
3. Training and documentation: Providing training materials and documentation can help users learn how to use the Gravity software effectively and reduce the number of support requests related to user error.
4. Continuous improvement: Regularly reviewing customer feedback and support metrics can help identify areas for improvement and optimize the support process.
5. Integration with development: Maintaining clear communication between the support and development teams can help ensure that issues are resolved quickly and effectively, and that feedback from support is incorporated into future software updates.

2.1.1. Training Process

IGM Technology developed an effective software training and knowledge base process for ensuring employees have the skills and knowledge necessary to use the software effectively.

1. Understand the application and its business purpose - Explain how the application helps to improve the business.
2. Identify the training needs: Determine who needs to be trained and what skills and knowledge they require to effectively use the new software or system.
3. User Access: Make sure the user access Gravity software and all training materials.
4. Develop a training plan: IGM training will be divided into six sessions, with each session 5 users will be participating.
 - 1) Gravity Base Knowledge + Reporting
 - 2) Admin + Workflow
 - 3) Variables
 - 4) Data Source Models and Import + Eclipse Account Hierarchy
 - 5) Formatting and Auto Styles + Charts
 - 6) Roll-Forward and Back-up
5. Training materials: Training materials that support the training sessions plan will be provided.
6. Deployment Steps: Overview of the deployment schedule and process- project timeline, groups training schedule as planned.

7. Deliver the training: Deliver the training, schedule online training meetings, record the training and share it with the participants.
8. Testing: Create a test report for each user to expand the application knowledge.
9. Evaluate the effectiveness of the training: Assess the effectiveness of the training by evaluating the user's understanding and proficiency in using the new software or system.
10. Provide ongoing support: Provide ongoing support to users through user support services or help desks. Ensure that users have access to the resources and support they need to effectively use the new software or system.

Price Proposal





IGM Gravity Investment Summary: Collin County, TX



Gravity Software Services Annual Fee: ACFR / GASB

Product	Total Price
IGM Gravity Software Services - Investment Summary	
User Licenses	
• Named User & Budgeting Licenses: Access for up to 10 additional named users.	
• Financial Suite: ○ ACFR Studio: Create and maintain an automated ACFR (Annual Comprehensive Financial Report) process fully integrated with financial reporting data. ○ Lease / SBITA / Debt Management: Monitoring the reporting requirement of GASB 87, 96, and 88 with the creation of statements, notes and narratives and schedules to incorporate into the ACFR. Includes Journal Entry data files	\$41,000 \$24,000
Advanced Financial Analysis	
• MDFM Configuration: Reporting and financial analysis, including scenario modeling and forecasting capabilities.	
Total:	\$65,000

Gravity Implementation Services One-Time Fee

Professional Services		Total Price
IGM Professional Delivery Services - Investment Summary		
System Provisioning & Configuration		
● Provisioning: Initial setup and access configuration for the Gravity Platform. ● Administrator & Interface Configuration: Set up administrator controls and interface configurations tailored to client needs.		
Testing, Development, & User Training		
● Platform Testing: Validation of all configurations and functionalities. ● Training: Comprehensive training for administrators and end users.		
Financial Statement Reporting Development		
● ACFR Report Development: End-to-end development including information analysis, report building, data linking, configuration, and user training for the financial statement report automation		\$25,463
GASB Report Automation		
● Lease / SBITA / Debt Management: Monitoring the reporting requirement of GASB 87, 96, and 88 with the creation of statements, notes and narratives and schedules to incorporate into the ACFR. Includes Journal Entry data files for re-import to ERP		\$6,000
MDFM Reporting and Financial Analysis Configuration		
● Reporting & Financial Analysis: Configuration and customization for reporting and financial analysis within the MDFM module.		
Project Management, Delivery Services & Onboarding		
● Project Management: Full project oversight to ensure timely and accurate delivery. ● Onboarding & Training: Initial onboarding for all users, including dedicated training sessions.		
Total:		\$31,463

Gravity 3-Year Pricing Schedule for Project

Period	Software Licensing	One-Time Services	Total
Year 1	\$65,000	\$31,463	\$96,463
Year 2	\$68,250		\$68,250
Year 3	\$71,662		\$71,662
Total			\$236,375

**Software licensing includes 5% annual increase*

The first year's software services fees and the one-time implementation fees are to be paid net net 30 days after the agreement effective date.

Starting the second year, software services fees are to be paid net 30 after the renewal date.